

Dear Prospective Offeror:

The following is a response to a question received:

Question #1:

On Page 6 of the solicitation it states the company must be Microsoft Certified Partner in good standing. Since there is not a requirement for an Engineer and this is Tier 1 and Tier 2 support is that requirement still valid. There should not be an instance where Tier 2 would need to consult with Microsoft. They would normally escalate to Tier 3 and engineering support who would then contact Microsoft if needed. For a one year tier 1 and tier 2 support this seems like an expensive option and would disqualify most small companies.

Response:

Microsoft Certified Partners (MCPs) are confirmed by Microsoft to be official, and that they work effectively, and help customers with a range of information technology (IT) projects and specific products and services. MCPs provide Microsoft services on behalf of Microsoft worldwide, spanning many fields including original equipment manufacturer (OEM), education, software providers, and technical support. They have 24-hour access to Microsoft Support, which enables them to provide reliable customer support. Every MCP has been in business for at least 5 years, has passed several tests, and has proven skills in their particular field.

The Courts is seeking tier-1 and tier-2 professional services to support primarily Microsoft products. The tier-1 contractor must be able to answer the phone to resolve issues remotely. If he/she is unable to resolve the issue, then the ticket will be immediately escalated to a tier-2 contractor. The Courts has a Key Performance Indicator for the "first call resolution" rate to meet 45%. Therefore, all tiers of the help desk are required to be very familiar with the MS technology. MCPs are trusted by the industry for providing such requirements.